THE PULSE

News of the
New England Deaconess Hospital Employees

February, 1949 Boston, Mass. Vol. 3, No. 5

MISS PAMELA WHITNEY

When the telephone in the Volunteer Service Office rings, you can expect to hear any request from "May we have some more supplies for surgical dressings at the Old South Church?" to "I'm a patient on the 4th floor of Palmer and I need an elephant's tail." Elephants' tails, dogs' ears and baby kangaroos are essential equipment in the Diversional Therapy program for patients, one of the many volunteer projects under the supervision of Miss Pamela Whitney, our capable Director of Volunteer Service. Miss Whitney has trained many volunteers in craft work so that these volunteers may in turn teach the patients how to make stuffed animals and how to do all kinds of leather work. Miss Whitney's own ingenuity plus courses in arts and crafts make her particularly skillful along these lines. Materials are sold to the patients at cost and the Volunteer Service Office, by shrewdly shopping around and explaining how the materials will be used, manages to keep this down to a minimum. Incidentally, maybe you don't recognize the little carts in which the volunteers carry materials to the patients — they're the same type you use when you buy your groceries and were given to the Hospital by a Stop-and-Shop Super Market.

Miss Whitney was born, and has always lived, in Greater Boston. As a matter of fact, she attended the same school, Brimmer School, for 14 years, including two years of kindergarten. After graduation from Brimmer, she went to Vassar College and received an A.B. in Child Study in 1944. With this background and training. Miss Whitney went into teaching school. She taught kindergarten in the Winchester Public Schools for two years. And she had her hands full with sometimes as many as 63 children between 5 and 6 years old in a class! Since November, 1946, Miss Whitney has been Volunteer Service Director at the Deaconess.

Miss Whitney's schedule outside of working hours is a busy one. She is an active member of the Junior League and Vincent Club. In fact, this year Miss Whitney is show chairman of the annual Vincent Show which will be given the end of March. This is a job for which "Pam" Whitney is ideally suited. She likes dancing and musical comedy, loves to sing even though she claims she "can't carry a tune in a basket" and likes people and enjoys working with them.

Home for Miss Whitney is Watertown, although she has her own small apartment on Beacon Street. She

spends her summer vacations at Lake Winnipesaukee. Somehow she still finds time for horseback riding, skiing, and swimming — her favorite sports; and for dancing — her favorite hobby.

Interviewing, placement, training and supervision of volunteers throughout the Hospital fill Miss Whitney's days. In an average week she plans and organizes work with approximately 50 volunteers. She may be found in any one of half a dozen places — working on the crafts program on Palmer VI, helping to cheer patients in the wards, planning work in her crowded office, or hurrying in to Baker from her green Ford convertible, loaded down with bundles of surgical dressings or materials for other voluntary projects.

"Pam" Whitney's competence and her enthusiasm and vivacity make Volunteer Service an increasingly important department of the Hospital.

CHARGE IT, PLEASE?

On February fourth, the following letter was sent to all employees:

"After this date all Employees Pharmacy Charge Accounts are void until a special Pharmacy Charge Card is obtained from Mr. Chamberlin, personally.

"It has become increasingly difficult for the clerks in the Pharmacy Store to remember all our employees. This is due to the large number of hospital personnel and the fact that it changes often. The auditors therefore feel that a new system should be installed which will eliminate any questions or doubts, and which will give immediate credit to those entitled to it.

"Employees who now have an established account should see Mr. Chamberlin to re-establish it and receive a credit card. Those wishing to establish new accounts must also see him before credit will be allowed.

WARREN F. COOK,
Executive Director"

HOSPITAL DEPARTMENTS
ADMITTING OFFICE

Number Ten of a Series

The average patient who appears at the receptionist's desk and simply announces "I'm Mr. Doe, Dr. Brown's patient, to be admitted," can hardly be expected to realize the planning and preparation necessitated by his physician's decision to hospitalize him. Yet this scene from the drama of life is re-enacted every day in thousands of hospitals throughout the world, and the Admitting Office has no small role in it.

In our sunny, cheerful office there is a certain routine or pattern which our days follow, but it never appears dull and uninteresting because interspersed with all manner of fascinating happenings and excitement. Each morning the census is checked, establishing the correct number of patients in each building, and necessarily, the empty beds. Perhaps during the night there were admissions, discharges or deaths. These adjustments must be made in the floor plans affected (Deaconness, Palmer or Baker). Other statistical records are compiled each morning and reports sent to the Executive Offices. The Admissions, Discharges and Transfers reports which are distributed throughout the hospital are prepared by one of our secretaries.

During the balance of the morning various matters demand attention. The bed situation requires considerable thought. Our bookings are made six or eight weeks in advance. Urgent cases must be taken care of as beds are available. As the discharge slips for the day come to the office by messenger service, each patient is assigned a bed — whenever possible, the very accommodation requested by the doctor or patient. In a hospital as specialized as ours where there are definite advantages to placing similar cases (neurosurgical, thoracic, orthopedic, diabetic, etc.) in certain locations the problem is enlarged. Fortunately, most days work out very much as we anticipate, occasioning only a transfer or six to get everyone in the right spot!

In the midst of this, of course, the telephones are ringing persistently. Bookings are made with doctors or their secretaries, questions answered concerning rates, admitting hours, Blue Cross benefits. Many inquiries are received for the names of specialists on our staff. Some patients want to know if they can wear their own pajamas, bring their dog, or park their car at the hospital. In between telephone calls we find time to record on the patients' cards in our floor plans the operations as listed on the O. R. schedule. Consultations are routed through our office, the requests coming to us from the various floors, and we in turn phoning them to the doctor's offices.

Admission notices to the various Blue Cross plans throughout the United States and Canada are handled by one of our secretaries. With Blue Cross admissions hovering around 50 percent of our total admissions (7700 for 1948) this has become quite a task, and we are justly proud of a system which has so smoothly absorbed such a steadily increasing amount of work.

The afternoon is reserved chiefly for the admitting of patients and typing of all cards and information slips required for each admission. Advance bookings and emergency bookings continue throughout the afternoon. Requests for transfers, additions to the operating schedule, the placing of patients on the Danger List, deaths, etc. must be reported to the Admitting Office.

In the admission of patients, tactfulness, kindness and courtesy are required attributes. Many present financial and social problems. Alertness on our part means they can be referred immediately to the proper source for assistance. (Once we had to write a note to the milkman for a patient admitted as an emergency!) From all over the world patients come to the Deaconess, be it California, South America, Canada, Iceland, South Africa, Egypt, or India. The Admitting Office welcomes them and feels privileged to serve them.

JOSEPHINE MAGLIOCCA,
Admitting Office.

TAX INFORMATION

Before the end of February a representative from the firm of W. Webster McCann will spend some time here to assist anyone who needs help in filing income tax reports. The exact date is not yet known, but all department heads will be notified, so that further information can be obtained from them. State and Federal income tax forms are available in the Personnel Office.

MORE FORMS!

It would be a great help to the Personnel Office if everyone in the hospital would fill out the change of address forms which were distributed with the checks of February twentieth. Even if your address has not changed, there probably was a change in your phone number a year ago, or your marital status may have changed, or you may wish to change the name of the person to notify in case of an emergency. So — please — everyone fill out the form and give it to your department head to turn in to the Personnel Office. Thanks for your cooperation.

PHYSICAL EXAMINATIONS

Hereafter it is required that all new employees of the Dietary Department pass a physical examination before starting work.

PUBLIC RELATIONS

Miss Berta C. George, who has been in the Personnel Office during the past year, is now doing Public Relations work and is visiting patients in the hospital for the Administration. Miss George has moved from the Personnel Office to her own office next to the Apothecary. Her telephone extension is 245.

COMMITTEE ON LABOR RELATIONS

The Committee on Labor Relations met in Baker Classroom on Thursday, January 13, 1949. The meeting was called to order by Dr. Cook at 2:20 P. M. Twenty members were in attendance.

Mr. Robinson, president of the Deaconess Employees Mutual Benefit Association, reported that there are now 288 members in the Association. He gave a fine report of the condition of the Association at present.

Miss Adams, Personnel Director, gave a report on the employees' Christmas Party, stating that a large group attended and enjoyed the evening's activities. She expressed the appreciation of the employees to the hospital for providing such a large hall in which to have the party this year.

Items regarding the cafeteria were taken up, discussed, and referred to the Chief Dietitian.

It has been suggested that perhaps the fire alarm system could be used to notify employees when the check cashing people are in the building on payday. Dr. Cook stated that this would not be a good practice, but that all possible will be done to facilitate the cashing of checks.

Dr. Cook announced that great consideration is being given currently to the problem of the traffic at the crossing at Deaconess Road and Brookline Avenue.

It was announced that the Engineering Department and the Floor Duty Nurses would report at the next meeting which is called for Thursday, February 10, 1949, at 2:15 P. M. in Baker Classroom.

Respectfully submitted,
GLADYS R. HARRISON,
Secretary.

BOOKS

. . . can help any employee to become a better employee. Through books one can develop his own personality, develop understanding and sympathy for other people, and grow in the understanding of our hospital and the work we do here.

The Librarian, Palmer 6 Patients' Library, will be glad to discuss with you your particular interests and suggest books that will meet your needs. In some cases, more technical books can be borrowed through inter-library contacts. For personal growth read one of these:

Fosdick, *On Being a Real Person.*

Liebman, *Peace of Mind.*

Greenbie, *The Arts of Leisure.*

Cabot, *What Men Live By.*

Rhoades, *The Self You Have to Live With.*

Leiser, *How to Develop Self Confidence.*

Kopf, *Personal Crisis.*

Martson, *Try Living.*

Barton, *And Now to Live Again.*

Kaighn, *How to Retire and Like It.*

1948 ACHIEVEMENTS

A lot of work was done in this old place in 1948 through the united efforts of each and every employee. Each day's work by itself did not seem overwhelming, but the yearly totals are staggering. Here are a few:

Patients admitted	7,700
Occupancy percentage	93.0
Total patient days' service	100,677
Largest number treated in one day	306
Average days stay in hospital	13.1
Operations	5,800
Major	3,697
Minor	2,103
X-rays	18,462
Laboratory tests	218,242

BLUE CROSS-BLUE SHIELD REOPENING

Any employee wishing to join our Blue Cross group or to add Blue Shield to a Blue Cross membership may do so in time for our April 20 payroll deduction by making application before March 12. Miss George has application forms.

A HALO IN THE HELLO

Please be courteous — answer your phone promptly — always give its location — identify yourself by name — and you too will wear a little halo when you say hello.

BLOOD BANK

We are very happy to have Mrs. Winnifred Darling MacDonald back with us.

Our welcome to two new nurses — Ellenmary Bean and Madeline F. Scarano.

We are sorry to have Mrs. Ruth Newton leave us after almost four years. The Blood Bank wishes her the best of success and happiness in whatever work she undertakes.

Miss Virginia Hunt is replacing Mrs. Newton as Head Nurse.

DIETARY

Miss Carlene Millican, dietitian on Deaconess II, has resigned to accept a position at Massachusetts General Hospital.

Miss Ruth Clark has resigned as dietitian in Baker and is to be associated with the Georgetown Hospital, Washington, D. C., in the research department.

Barbara Burlen spent three days in Washington recently.

Miss Ann Ross's engagement to Clifford Atwood has been announced. Cliff did relief work in Deaconess last summer.

Addell Reed, cafeteria relief worker, is also wearing a new diamond.

LAUNDRY

Welcome to our new extractor man, Thomas Allen, who was transferred from the Housekeeping Department.

Congratulations to Connie and Charles Gould on the recent arrival of a new son, Richard Allen.

We are glad to know that our head seamstress, Mrs. Ada Tompkins, has recovered from her recent illness.

NURSING

A class of 37 students entered our Nursing School on January 21. This is one of the largest winter classes ever to enroll. The girls of the September class, 46 of them, are now on full-time duty and are helping out a great deal.

Ruth Mendell, staff nurse of Deaconess 3 South, has been ill. She has been discharged from the hospital, however, and is now planning to become Mrs. Jack Hart on February 26.

Helen Hart on Palmer 4 is planning to leave shortly to attend the Mardi Gras.

We are very glad to see Miss Janet Durant and Mrs. Edith Wetterlow back and feeling better.

Harris Hall has a new classroom on the roof. It seats 48, and will be a great help with the several large classes that have entered recently.

Three nurses of Deaconess 2 are making wedding plans for June — Rose Kalayjian, Pauline Kelley, and Georgia Rauch.

We are sorry to part with Miss Betty Hubbard, clinical instructor. She left February 15 for California.

The following committee has been appointed to make plans for raising money for the classroom unit in the new building; Miss Marjorie Pond, Miss Ruth Eastman, Miss Elinor Keresey, Miss Olive Nelson, and Miss Janie Christie. If anyone has any ideas along this line, please let one of the committee know. A tentative program has already been arranged which means good times ahead for all.

Miss Klara Hankinson, Assistant Superintendent of Nurses, is now on leave of absence for advanced study. Miss Ellen Howland is taking her place.

PHARMACY

Congratulations to Mr. and Mrs. Charles Schraub on the recent acquisition of a brand new Cape Cod house in Dedham.

SURGERY

All of us are glad to see Mrs. Venetia O'Day back at work after a month's illness.

BOWLING

The present standing of the teams is as follows:

Team	Capt.	Pts.	T.P.
6	Mr. John Karman	61	21,258
1	Dr. Warren F. Cook	50	20,579
5	Mrs. Louise Walker	48	20,699
3	Mr. Donald Sabine	36	20,279
8	Mr. Charles Gould	31	19,607
9	Miss Elizabeth James	28	18,751
7	Miss Helen Carberry	21	18,916
4	Mr. Walter Emery	20	18,672
10	Miss Jane Marshall	15	17,892
2	Miss Florence Brown	10	16,915

Results of the January 31, 1949 session were:

High Single String: Women, Miss Paula Johnson, Team 6, 114; Men, Mr. Atwood Farrell, Team 5, 135.

High Total Pinfall: Women, Miss Helen Carberry, Team 7, 269; Men, Mr. Atwood Farrell, Team 5, 356.

GLAD TO SEE YOU

A hearty welcome to these full-time employees who joined us in January:

Administration
Armada Rabun
Alvin Scott

Blood Bank
Winnifred MacDonald
Madeline Scarano

Chemistry
Isabel Sentener

Dietary
Mary Druhan
Alvina Giannino
Pearl Tryon
Helen Barrett
Margaret Jackson
Margaret Connerty

Housekeeping
Cornelius Lenihan
Bride Colbert
Mortimer Hackett
Stanley Alicki

Nursing
Sarah Knobel
Marie Morin
Dorothy Bibby
Alice Eastman
Carolyn Nevin
Mary Haskins
Doris Nichols
Dorothy Rosiene
Mary Parker
Barbara Davison
Jean Morrisseau
Ann Maclean
Margaret Ritcey
Clifford Hiltz
Pauline Gerner
Irma Hunt
Yvonne Lagerquist
Ruth MacFaun
Elizabeth Vaughan

Pathology
Dr. Wm. R. Christensen

Surgery
Edward Brabazon, Jr.
Frances Lyons
Sarah Gan

X-ray
Dr. Kenneth E. Gross

EDITORIAL STAFF

Editors
ELLEN ADAMS MARY PARKINS

Associate Editors
BERTA GEORGE CHARLES SCHRAUB

Administration ..... CATHERINE GALVIN
Admitting ..... JOSEPHINE MAGLIOCCA
Blood Bank ..... VIRGINIA HUNT
Chemistry ..... CONSTANCE SELLMAN
Dietary ..... MARJORY LEBEAU
Engineering ..... HERBERT ROBINSON
Hostesses ..... ESTHER PRINCE
Housekeeping ..... JOSEPHINE PRESTON
Laundry ..... RITA DENNEHY
Nursing ..... CLARICE ANDREWS
Pathology ..... KATHRYN HALEY
Pharmacy ..... JOHN KARMAN
Purchasing ..... JOHN KEEFE
Record Rooms ..... KATHERINE SHIRLEY
Social Service ..... EVAN PHILLIPS
Solution Room ..... DOROTHY BLANCHARD
Surgery ..... HARRIET LOVETT
Volunteer Service ..... PAMELA WHITNEY
X-Ray ..... ELEANORE JACOBS